



NASA Procedural Requirements

COMPLIANCE IS MANDATORY

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Subject: NASA Occupational Health Program Procedures

Responsible Office: Office of the Chief Health & Medical Officer

[| TOC](#) | [Preface](#) | [Chapter1](#) | [Chapter2](#) | [Chapter3](#) | [Chapter4](#) | [Chapter5](#) | [Chapter6](#) | [Chapter7](#) |
[AppendixA](#) | [AppendixB](#) | [AppendixC](#) | [AppendixD](#) | [AppendixE](#) | [AppendixF](#) | [AppendixG](#) | [ALL](#) |

Chapter 5. Employee Assistance Program

5.1 Key Elements of the Employee Assistance Program

5.1.1 Introduction

The NASA Employee Assistance Program (EAP) is a multifaceted approach for assisting employees and their immediate families to address work and family life issues that might affect the employee's health and well-being, the safety of the employee and coworkers, or job performance and productivity. The EAP provides confidential services and ensures privacy and confidentiality with a few specific exceptions. The service is free for all NASA civil service employees.

5.1.2 Responsibilities

- a. All NASA Centers are responsible for providing adequate professional staffing to ensure an effective EAP program.
- b. The NASA EAP Manager coordinates Center activities, implements Agency EAP plans and programs, works to assure confidentiality, and provides assistance to EAP professionals regarding implementation of Center programs such as smoking cessation and stress reduction.

5.1.3 Process Description

- a. Short-term counseling involves from one to several sessions, over a discrete period of time, as determined by the EAP professional. EAP counseling service does not include clinical evaluation or diagnosis but constitutes at least the following:
 - (1) Counsels employees by voluntary self-referral or by supervisory referral to the EAP.
 - (2) Informs employees or other eligible participants of client confidentiality rights and of length and type of services provided by the EAP.
 - (3) Provides problem assessment, use of constructive confrontation and short-term intervention and assists with providing information for referrals directed to community-based resources.
 - (4) Refers clients for other assistance and treatment, advising on cost of any such outside treatment which must be borne by the client.
 - (5) Follows up on each case to ensure that continuity of care is provided or to identify reasons the client did not complete care.
 - (6) Collects overall metrics (without references that can be traced to an individual client) on numbers and types of cases, mandatory and nonmandatory referrals, and general demographic data.
 - (7) Establishes employee feedback and quality control measures to document the degree of effectiveness of programs while assuring confidentiality.

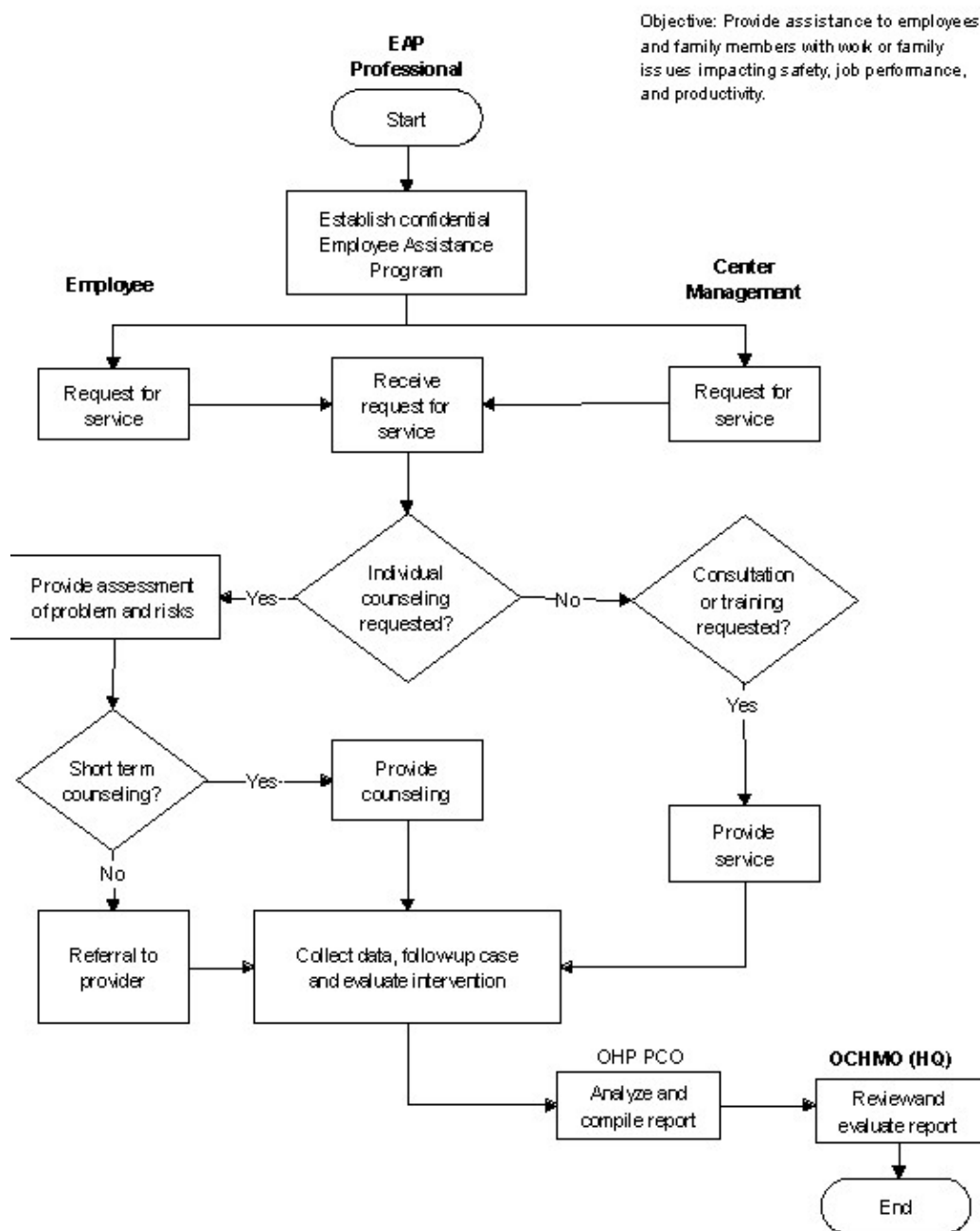
b. The EAP professional is involved in developing and participating in work/life programs. This includes programs such as Critical Incident Response or Prevention/Threat Assessment teams, American with Disabilities Act, and Drug-Free Workplace Program (DFWP) groups. At each Center, the EAP professional is the designated point of contact for the above programs who is responsible for the following:

- (1) Works with Center employees and management groups to provide for early intervention and awareness of the programs offered.
- (2) Offers training and consultation to employee groups.
- (3) Establishes employee feedback and quality control measures to document the degree of effectiveness of programs while assuring confidentiality.

5.1.4 Flow Diagram

The flow diagram for this process is shown in Figure at the end of this section.

5.1 Key Elements of the Employee Assistance Program



5.2 Workplace Violence

5.2.1 Introduction

Workplace violence has become an important health and safety concern in today's workplace. Acts of violence are costly in terms of lost workdays, lost productivity, and increased healthcare expenditures. Violence is defined as any act against an individual that creates a hostile environment and/or negatively affects an individual either physically or psychologically. NASA's top priority is the health and safety of the visiting public, the astronauts, and employees. Tolerance will not be shown, therefore, for acts of violence, harassment, threats, intimidation, and other disruptive behavior.

5.2.2 Responsibilities

- a. NASA Center Human Resources personnel ensure that employees are informed of Center's policy, ensure a mechanism to report concerns or incidents, and coordinate necessary actions when an incident has occurred.
- b. EAP and medical services personnel ensure training is available on violence and stress management.
- c. Center Medical Directors assist EAP personnel with training of Center personnel to reduce workplace violence, treat medical emergencies associated with an incident of workplace violence, and evaluate or refer for evaluation suspected cases involving a psychiatric, alcohol or drug-related problem
- d. Security personnel respond to all potential incidents and provide protection with as little disruption as possible.

5.2.3 Process Description:

- a. Develop a Center policy concerning workplace violence in all forms.
- b. Ensure training on Center policy, stress management, and workplace violence.
- c. Identify problems early and resolve them to prevent workplace violence.
- d. Identify in the policy the mechanism, person, and telephone number to contact if there is an emergency situation and if there is a nonemergency developing problem or concern.
- e. Ensure that the security personnel are well-trained to handle developing situations with as little disruption and escalation of the situation as possible, while ensuring Center and personnel safety.
- f. Evaluate psychiatric, alcohol, or drug-related behavior.
- g. Address with employees the stress, grief, and security concerns if a workplace violence situation develops.

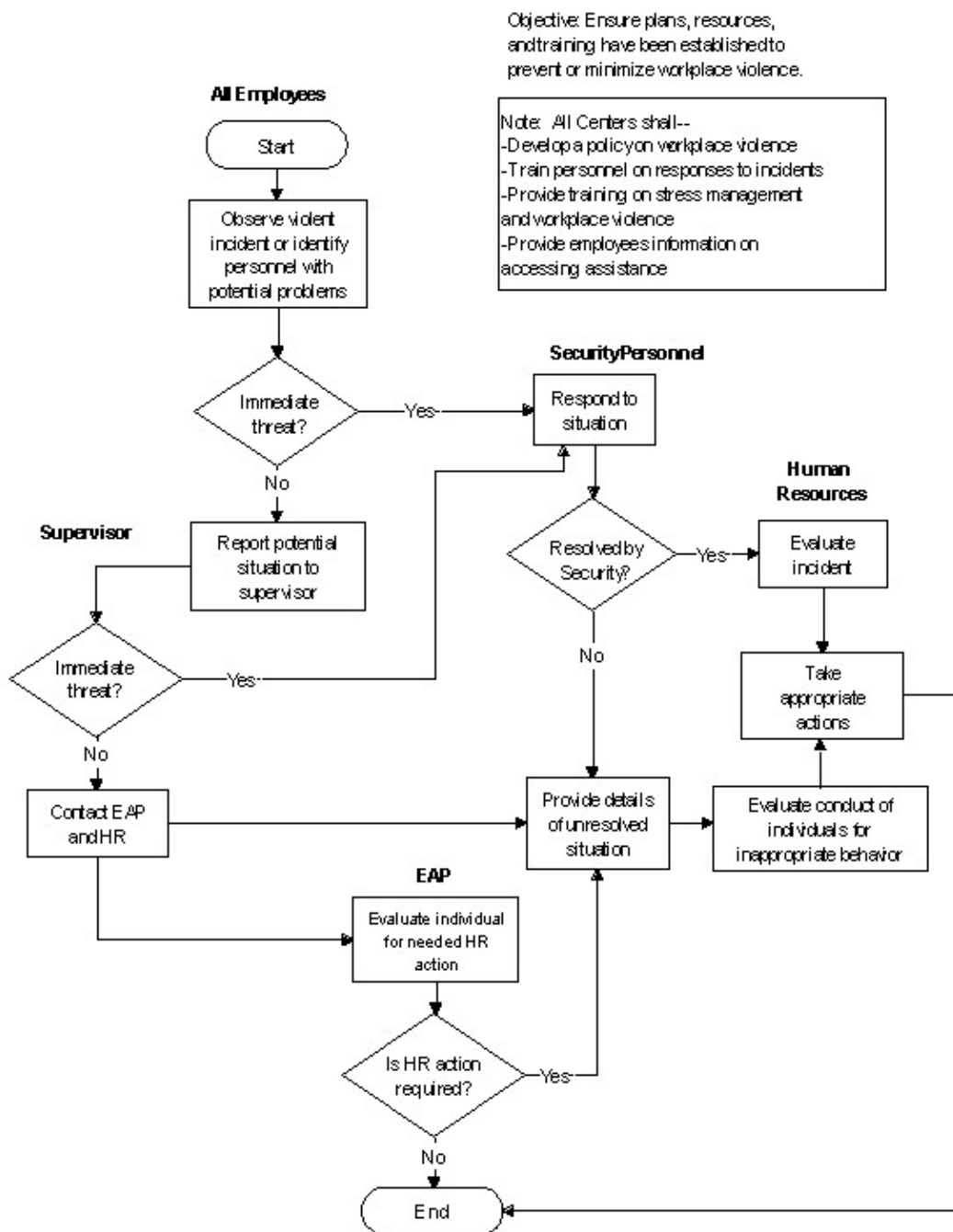
5.2.4 References:

- a. The CDC Web site at www.cdc.gov/niosh/violdev.html
- b. The OSHA Web site at www.osha.gov/oshinfo/priorities/violence.html

5.2.5 Flow Diagram

The flow diagram for this process is shown in Figure 5.2 at the end of this section.

5.2 Workplace Violence



5.3 Domestic Violence

5.3.1 Introduction

a. Domestic violence is chronic abuse by one current or former intimate partner against the other or their dependents. It is characterized by a pattern of coercive control and increasing entrapment. Occurrence and severity of domestic violence may increase with stress, financial difficulties, and job insecurity.

b. Awareness of the potential for domestic violence and steps to be taken to prevent it are important to ensure the safety of the affected employees. It will help to assure a safe and productive working environment. Employees must be provided with education and resources to increase their awareness that may help prevent or stop domestic violence. It is important for supervisors and coworkers to understand the nature and dynamics of domestic violence to help provide proper intervention.

5.3.2 Responsibilities

- a. The employee's supervisor is the key individual for identifying problems through observing unusual performance, physical evidence of repeated trauma, and emotional problems that need to be addressed.
- b. Center EAP personnel provide consultation to management on employee problems, allow for easy confidential access to services, and provide information on community and Center contacts concerning domestic violence.
- c. The Center Medical Directors ensure that health care workers take domestic violence seriously, screen employees for domestic abuse, provide information on domestic violence, make referrals to available resources, and take appropriate action concerning possible domestic violence.
- d. The Human Resources Director works with EAP and medical personnel to assist with job related support needs.
- e. NASA Center Directors ensure that plans are in effect to assure employee safety at their Centers. In addition, they ensure professionals are available at the Center to confidentially address employee domestic violence concerns.

5.3.3 Process Description

- a. A Center policy is prepared for a multidisciplinary approach to identify, address, and ensure Center safety for the domestic abuse victim. The following areas need to be addressed:

- (1) Confidentiality must be emphasized and maintained.
- (2) Security of the employee and coworkers must be emphasized, especially if the abusive partner works at or has access to the Center.
- (3) Access to resources at the Center is essential, as the abused partner may not be free to access services after work hours.
- (4) Center EAP, supervisory, medical, and Human Resources (HR) personnel must understand their respective functions in dealing with domestic violence).

- b. ALL reports of abuse must be taken seriously and the individual referred appropriately for assistance.

- c. Information on personnel to contact, telephone numbers to call when someone needs assistance, and a list of community resources should be available onsite, as well as in confidentially accessible locations such as female bathrooms

- d. Training and lectures should be made available to employees that address--

- (1) Center violence policy.
- (2) Resources available.
- (3) Emotional support and self-esteem or empowerment.
- (4) Dynamics of abuse and barriers to ending domestic abuse.
- (5) Financial, legal, and advocacy needs.
- (6) Security questions.

- e. Medical staff provide instructions on the physical and behavioral signs of abuse.

- f. EAP personnel should be prepared to perform the following:

- (1) Assess danger risk to employee from abusive partner.
- (2) Provide contacts and telephone numbers for dealing with the abusive situation in the community, and encourage employees to memorize emergency numbers.
- (3) Arrange for onsite contact if community resources are not easily available.
- (4) Develop a "safety plan" with the affected employee to include--
 - (a) Preparation to leave the abusive partner, including financial preparation, rehearsal, and necessary documents to take.
 - (b) Protection during violent incidents.
 - (c) Safety in the home.
 - (d) Safety arrangements at work or public places.

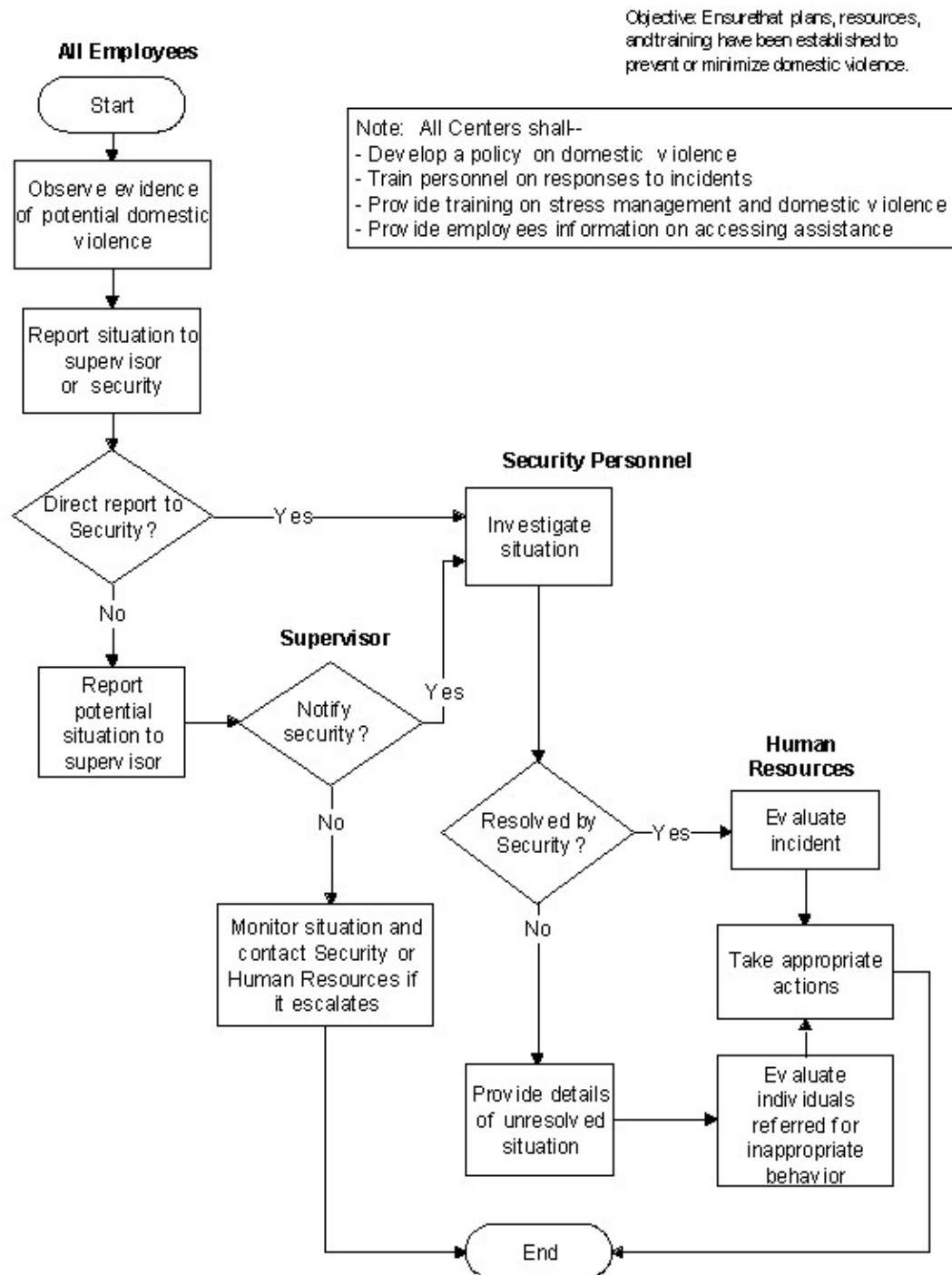
- g. Human resources, legal, and security personnel should be prepared to assist, if necessary, when the abusive

partner has access on the Center to the employee affected by domestic violence.

5.3.4 Flow Diagram

The flow diagram for this process is shown in Figure 5.3 at the end of this section.

5.3 Domestic Violence



| [TOC](#) | [Preface](#) | [Chapter1](#) | [Chapter2](#) | [Chapter3](#) | [Chapter4](#) | [Chapter5](#) | [Chapter6](#) |
[Chapter7](#) | [AppendixA](#) | [AppendixB](#) | [AppendixC](#) | [AppendixD](#) | [AppendixE](#) |
[AppendixF](#) | [AppendixG](#) | [ALL](#) |

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